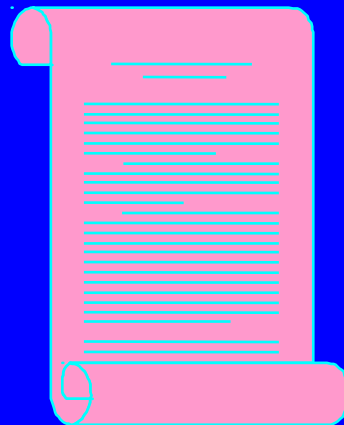
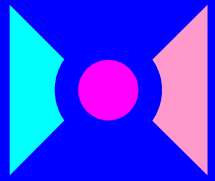


Unit Objectives

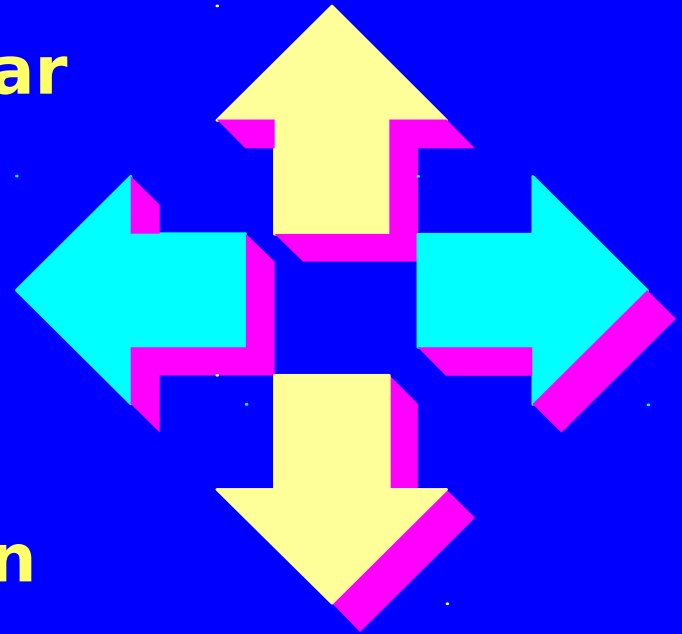
- ✦ **List the steps in a decision-making model.**
- **Apply the steps to making decisions during an emergency.**

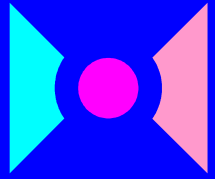




Impediments

- ✦ **Time pressure**
- ▮ **Political pressures**
- ▮ **High or low blood sugar**
- ▮ **Caffeine**
- ▮ **Fatigue**
- ▮ **Lack of information**
- ▮ **Conflicting information**
- ▮ **Uncertainty**

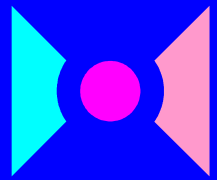




Decision Makers under Stress

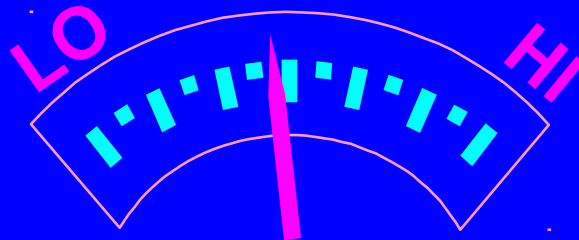
- Experience conflict with others**
- Perceive selectively**
- Have poor judgment**

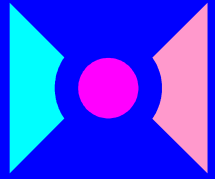




Decision Makers under Stress

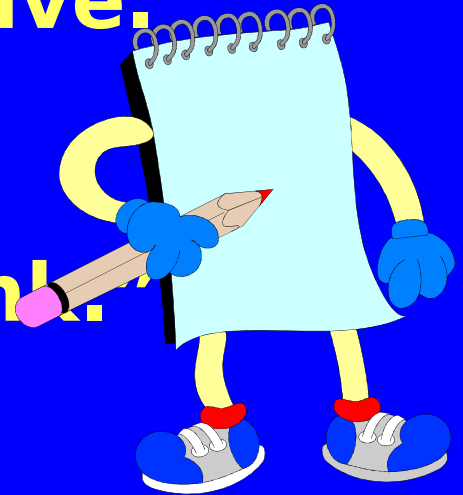
- ▮ **Less tolerant of ambiguity**
- ▮ **Decreased ability to handle tasks and think**
- ▮ **Tendency toward aggression and escape**

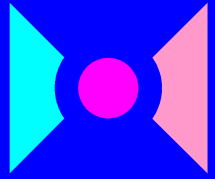




Decision Makers under Stress

- ❑ **Consider only immediate situation.**
- ❑ **Choose a risky alternative.**
- ❑ **Have tunnel vision.**
- ❑ **Succumb to “group think.”**

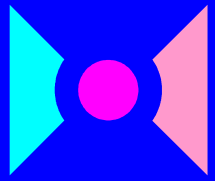




Problem-Solving Model

Step 1: Size up the situation.

- ▮ What is happening?**
- ▮ Who is involved?**
- ▮ What are the stakes?**

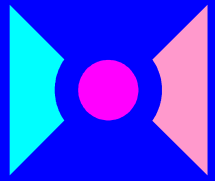


Problem-Solving Model

Step 2: Identify contingencies.

Murphy's Laws:

- ▮ Nothing is as easy as it looks.**
- ▮ Everything takes longer than you think it will.**
- ▮ If anything can go wrong, it will.**

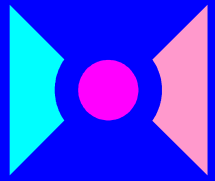


Problem-Solving Model

Step 3: Determine objectives.

Objectives are:

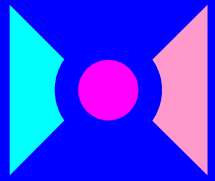
- ▮ Measurable targets.**
- ▮ Used to monitor progress and establish priorities.**
- ▮ Based on the sizeup and contingencies.**



Problem-Solving Model

Step 4: Identify needed resources.

- ▮ What resources are needed?**
- ▮ Where will I get them?**
- ▮ How long will it take?**
- ▮ What can others offer?**
- ▮ Are there any special requirements?**



Problem-Solving Model

Step 5: Build a plan.

Your plan should state:

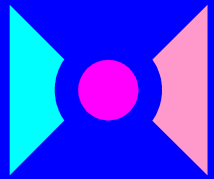
✦ **Who . . .**

▢ **Will do what . . . (and with whom)**

▢ **By when.**

▢ **Where.**

▢ **How.**



Problem-Solving Model

Step 6: Take action and evaluate results.

